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Section 1: General

GWSI's Crisis Management Plan stipulates the actions for crisis preparation and response. It clearly sets out the required action steps and assigns responsibility for carrying them out. We define a crisis as any event that has created or may continue to pose an immediate threat to life, property, or standard business operations.

Such situations may include, but are not limited to:

- Incidents involving severe bodily harm and/or deaths or physical damages
- Bomb threats, terrorist attacks
- Collapse of a building or portion of a building or tunnel.
- Earthquake, hurricane, tornado
- Fire/explosion
- Equipment failure, such as the collapse of a crane
- Workplace violence
- Environmental exposures
- Pandemic

Every member of the GWSI staff should know the specific details of this plan outline and understand their responsibilities to minimize or avoid loss exposures. While this plan aims to guide the GWSI management teams, it might only cover some potential events that could occur. Prepared under the guidance of legal counsel, this document is privileged and confidential to the GWSI organization.

The severity of the event will determine the range of necessary actions. Prompt and prudent judgment is vital for the success of any crisis management plan. It's essential to swiftly communicate information about the event up the management ladder to enable them to participate in subsequent actions and maintain relationships with clients, communities, and all parties involved.

Success in averting losses during and after an unexpected event hinges on the team's knowledge and readiness for such an event. Besides a pre-crisis checklist, this plan outlines immediate action responses and detailed data about catastrophic incidents, fatalities, fires, bomb threats, workplace violence, and severe weather. It also contains action checklists and sample emergency telephone

lists. You can find all these on the Shared Drive under Documents/Food Safety Plan/Crisis Management.

GWSI is committed to developing a culture that promotes an injury-free environment and provides the safest workplace possible for our employees, contractors, clients, and the communities in which we work. Therefore, we hope these comprehensive crisis management plans never need to be utilized at a GWSI Warehouse or a GWSI office.

Section 2: Preparing for a Crisis

Successful crisis management relies heavily on prior preparation, organization, and rehearsal/practice. You should refer to the Crisis Preparedness Checklist and Emergency Phone List Templates provided in Section 5.

Warehouse Locations

Every warehouse location must prepare a Crisis Team to respond to crises. Staff at all Warehouse locations and offices must be familiar with this Crisis Management Plan. We must put a specific training program in place and periodically review and update it annually.

Upon opening every warehouse, we must establish a Crisis Team prepared to respond to any crisis. This team might and often should include subcontractor staff. Designated responsibilities consist of:

- First aid/CPR
- Police/Fire department contacts
- Monitoring National Oceanic Atmospheric Administration weather in the event of storms or other severe weather event
- Traffic control/gate security
- Securing the incident site
- Phone monitoring
- Media escort (to guide media representatives to a predetermined media location)
- Power/water/gas shutdown and control
- Securing equipment
- Per the Incident Investigation protocol and forms in TKN/Safety, we coordinated appropriate incident investigation, including capturing details in writing and photos.

Consult with many parties beyond your warehouse when developing your Crisis Action Plan. You might need to include:

- Fire/Police departments/ambulance services
- Owner of any leased facilities
- Specialty subcontractors (electrical, HVAC/plumbing, fire protection, et cetera.)
- Adjacent buildings and the building managers and/or security personnel

- Highway departments
- Hospital/local medical facilities
- City/county departments
- Utility companies (power, water, gas)
- Insurance carrier(s)
- Other local authorities (Office of Energy Management, Department of Design and Construction, et cetera)
- Security consultants

Crisis Team

Each warehouse must establish a "Crisis Team" to react to the necessary management of the crisis. This team will consist of corporate managers as well as local warehouse managers, including:

- CEO - M Gerace Enterprises (Michael Gerace)
- Vice President – M Gerace Enterprises Inc. (Greg Wright)
- President - GWSI Inc (Tom Kenny)
- FDC/PCQI - Jason Ryser
- Warehouse Manager and/or Regional Director on Site
- GWSI Casualty & Surety Representative
- Insurance carrier(s) representative
- Local counsel (as identified by GWSI Casualty & Surety)

The CEO will take responsibility for establishing this team, compiling required information, and confirming each team member's duties and responsibilities to the team. It's crucial to have all pertinent office, mobile, and home numbers readily available for swift communication. We need to update this information whenever there is a change in contact details and review it annually. All Warehouses/offices should also have this information on hand.

The function of this team is to provide overall management of the crisis, guidance to the Warehouse/Office Warehouses, and to ensure necessary communication and coordination is in place between the GWSI Business Unit, GWSI Casualty & Surety, insurance carriers, and counsel. In many instances, it may be essential to involve legal counsel early to establish "privileged" communications.

As required, this team will also determine the need for and engage necessary consultants (structural, environmental, critical incident stress counselors, et cetera). This team should engage such consultants early on so they are prepared and ready to react quickly in a crisis. This team will also coordinate all releases of information.

This will include coordination with the owner and other entities involved in the warehouse. This team will coordinate all potential medical communication with GWSI's Corporate Public Relations Department.

GWSI must deploy its best resources during a crisis to ensure the best possible outcome.

Practice

Drills are the most effective method for training staff and identifying potential unexpected difficulties. Practicing these procedures under normal operating conditions allows staff to become more accustomed to these crisis guidelines and perform better under duress. Ensure the inclusion of liaison contacts in dry runs. Conduct the training at the opening of each warehouse and then semi-annually.

Section 3: Event Response Plans

First Hour Response

Several immediate and simultaneous actions must occur during a crisis, regardless of the type of event. These actions should be directed by the CEO or, in their absence, the Senior Manager on site from the Crisis Team physically at the location.

First-hour actions include:

1. Protect the injured worker(s) and administer CPR/first aid

Should the injured worker(s) be in immediate danger, you must act to eliminate the threat or move the person from harm's way. Take measures to secure the area, thereby reducing or eliminating the exposure of others to potential hazards.

Render first aid to the injured. All Warehouse locations should have a predetermined CPR/First Aid Team developed by the Warehouse Manager, who shall respond to the victim(s) with the essential first aid equipment. This team shall stay with the victim(s) until the emergency medical response team arrives and takes over.

Always inquire where medical personnel are taking the injured and communicate with the providers about GWSI's post-incident Drug & Alcohol testing protocol as required.

2. Summon emergency help

Call 9-1-1 from a cell phone and advise of the type of incident, injuries, number of injured, and location of the incident.

Be familiar with the police representatives who are responsible for your area. Some emergencies, such as bomb threats, require particular reporting practices. You must review with your local police department and/or fire department the proper way to notify them.

3. Account for all personnel

During a crisis, you need to decide if evacuation is necessary. If so, everyone should evacuate the warehouse or office in an orderly manner, proceeding to the pre-planned meeting place outside the warehouse. Respective supervisors must account for all personnel. If the decision is to shut down the office or warehouse for the day, ensure the accountability of everyone and give instructions regarding the start time for the next day. Remember, the police and fire department personnel will need information on who was in the building during the emergency.

The Warehouse Manager must be ready to deliver a workforce personnel incident debrief before letting personnel leave the job site. You should provide any top-line details related to the incident to limit rumor circulation and guide media inquiry handling. Direct employees to contact their families immediately to update them on their condition.

4. Secure the job site

In response to the incident, assign a "gatekeeper" to control access to the location. Permit only authorized personnel to enter the building. Escort all visitors out of the building but ensure they stay available for questioning.

Evidence should not be moved or altered in any way. Destruction of evidence due to the company's failure to secure the site could play a role in determining liability. Steps should be taken to lock up, guard, or photograph any items of crucial evidence.

5. Immediately notify

- CEO M Gerace Enterprises Michael Gerace
- President GWSI Inc. Tom Kenny
- Subcontractors as appropriate
- Warehouse Manager
- GWSI Casualty & Surety
- Insurance carrier(s), if circumstances warrant
- Property Owner for leased facilities, who will notify his insurance carrier

Follow-up Actions

Meet with emergency personnel

A GWSI representative or another responsible party must meet with the responding emergency department, provide information about the emergency, and brief them on the site layout. GWSI, aided by the subcontractors, will take charge of site security to prevent the entry of other vehicles. Remove any vehicles that impede street access without delay. Preassigned GWSI and subcontractor staff should assist the security personnel and stay at their assigned locations until relief arrives or the GWSI Senior Manager on Site indicates their services are no longer needed.

Have a list to share with authorities of all hazardous chemicals and flammables and their locations.

Perform incident investigation

The Vice President of Operations or, in his absence, the President of GWSI will set up and organize an appropriate team to preserve evidence, identify all witnesses, and initiate a proper incident investigation in close coordination with the Warehouse Manager, the insurance carrier(s), and representatives of Cal/OSHA and other involved public agencies (e.g., police, fire).

Accompany the OSHA investigator

If OSHA investigates the incident, the Warehouse Manager must accompany the OSHA Representative(s) to ensure they receive accurate, correct information and benefit from our knowledge.

Post-Incident Evaluation and Review

The warehouse should conduct a post-incident evaluation/review, and any lessons learned should be updated in the plan and disseminated to the team.

Specific Event Response

While the initial response for many crisis events is the same, specific event response plans must be developed to save time figuring out what to do, how to organize, what resources are needed, et cetera. For such contingencies, GWSI needs pre-coordinated response plans that warehouse locations can initiate upon notification that an event has occurred. Further, they will require extensive pre-coordination across all the services (fire, police, ambulance, et cetera.), jurisdictions (county, state, city, et cetera.), and GWSI teams that could be called upon to respond.

While planning for hundreds of contingencies is unfeasible, we can devise detailed specific event response plans to identify all the necessary response tasks. The Warehouse Manager should examine the following specific event responses and shape their crisis management plans according to these outlines. Therefore, you should adhere to the steps detailed in the First Hour Response for subsequent events.

1. Bomb Threats

If you receive a bomb threat, contact the local police department immediately. It is the policy of GWSI that no employee or trade contractor employee will be allowed to participate in a bomb search. Follow steps three through five in the First Hour Response, Section 3, Pages 4 and 5.

Upon evaluation, should it be determined that an evacuation is warranted:

Implement emergency evacuation procedures to evacuate the warehouse site.

Only the Warehouse Manager or a GWSI Executive can instruct employees to return to work only after law enforcement personnel or qualified owner representatives have completed a building search and one hour has passed since the indicated bomb threat time. Please refer to the Bomb Threat Report in Section 5.

2. Building Collapse / Failure

A building collapse or failure can manifest in several ways, ranging from a partial wall collapse to a complete structural failure. This program's First Hour Response element outlines the crucial activities following such an event. The Warehouse Manager or, in their absence, the senior staff member at the location should lead these actions:

- Call 911 immediately to summon emergency help.

- Advise Gate Security on the location of the injury to direct first responders to the injury scene.
- Exercise proper care and discretion to avoid putting others at risk. For instance, ensure the immediate vicinity of a collapsed building is safe before entering.

If warranted, account for all job site personnel and implement the site's evacuation procedures.

- Evacuate the warehouse or office in an orderly manner, directing everyone to the prearranged meeting place. The respective supervisors must keep track of all personnel.
- Secure the job site to prohibit access to the location.

3. Building Shutdown

The Crisis Team will decide whether to shut down a warehouse site and ask all workers to leave the premises based on the nature and severity of the incident.

In the event of a shutdown of a Business Unit office, the Crisis team should immediately:

- Ensure that all personnel are accounted for and have left the building.
- Station security outside to make sure no one re-enters the building until instructed to do so by the General Manager and the Operations Manager.
- As indicated above, close and monitor all gates except the main entrance.
- Deny access to the site to all unauthorized persons, including the news media. (Refer to Section 4 for specific actions regarding the news media.) Escort any unauthorized individuals found on the site off the premises.
- Notify the owner's representative.

4. Environmental Crisis

An environmental crisis occurs when a chemical release or spill, or water spill or discharge:

- Threatens the environment
- Negatively impacts community/owner relations
- Creates regulatory intervention
- Creates media attention.

5. Emergency Spill Response

The first person responding to an emergency spill should immediately notify the Warehouse Manager or a member of the Crisis Team. If it is safe to do so, the first person responding to an

emergency spill should immediately, after notifying the personnel listed above, take the following actions:

- Stop the source of the spill.
- Report the spill to his supervisor or make sure someone else does.
- If the spilled material is flammable, eliminate ignition sources.
- Protect storm drains, floor drains, and sink drains, if necessary.
- Dial 911 for assistance from the Fire Department (FD).
- State that the emergency is at (Warehouse Location).
- Describe the spill, including:
 - Location of the spill.
 - Identify the spilled material, if known.
 - Approximate size of the spill.
 - Whether there is fire or explosion, and the extent of any injuries.
 - Source of the spill, if known.
 - The scope of environmental contamination.
 - When the spill occurred, if known.
 - Whether or not the spill is contained.
 - Give your name, location, and telephone number.
 - Remain on the phone until the emergency dispatcher instructs you to hang up.
- Contain the spill by surrounding the perimeter of the spill with containment material such as absorbent pads and berms.
- Cordon off the area.
- Remain in the area to direct emergency personnel to the scene.
- Provide information to emergency personnel.
- Follow the instructions of the responding emergency personnel.

Exercise caution! Only attempt an emergency spill cleanup if you have received the necessary training.

6. Spill Clean Up

The organization responsible for the spill usually handles the cleanup. Unless the Fire Department provides different instructions, proceed with cleaning up the spill by taking the following actions:

- Request a hazardous waste container from a supervisor.
- Wear appropriate Personal Protective Equipment (PPE).
- Clean up the spill according to the Material Safety Data Sheet (MSDS)
- Place the spilled material and any absorbent material in a hazardous waste container.
- Decontaminate spill equipment according to the manufacturer's specifications.
- Restock cleanup supplies.

We consider minor spills as those involving one gallon or less of any POL (Petroleum, Oil, Lubricant). If a minor incident occurs, we will take the following actions:

- The Warehouse Manager was notified.
- Contact and coordinate with waste management to deliver and pick up hazardous waste drums.
- Instruct the Subcontractor responsible for the incident to delegate a qualified person for the cleanup of the material.
- Reporting any spill to authorities will be the owner's responsibility if required.

Besides the activities mentioned above, in case of a significant spill, like a broken fueling line or valve failure on a fuel truck, construct a dirt berm of sufficient size around the affected area to contain the spill.

Reference the Environmental Crisis Checklist in Section 5.

7. Fatalities/Serious Injuries

A job fatality, serious injury, or other such catastrophic incident sets off a chain involving the safety, legal, insurance, and communication departments and other entities. The crisis management team should immediately:

- Direct attention toward immediate aid to the injured
- Eliminate further risk to others
- Seal off the area for later inspection
- Control access to the incident location
- Secure witnesses
- Contact the CEO and GWSI Senior Manager on site
- Block all unauthorized individuals, including the news media, from accessing the site. (For specific actions regarding the news media, refer to Section 4.) If you find any unauthorized individuals on the site, escort them off the premises.

Important Notification

If a severe injury or death occurs on a GWSI worksite, handle the notification process with utmost care and correctness:

- **GWSI employee family members**

Together, the CEO and a member of the Crisis Team will notify the family.

- **Subcontractor employee family members**

The Subcontractor will notify the family. (This plan assumes that each Subcontractor has its program for notification by its management of next of kin and other necessary parties.)

- **OSHA Crisis Team**

The CEO and/or a member of the Crisis Team will notify the local area office.

The CEO and/or a Crisis Team member will decide whether to shut down the Warehouse site and ask all workers to leave the premises based on the nature and seriousness of the incident. Please refer to the Fatality/Serious Injury Checklist in Section 5.

8. Fire

The planning of general fire prevention at each warehouse is the responsibility of the Warehouse Manager.

- Suitable fire-fighting equipment must be readily available at all times.
- Train employees in basic fire prevention techniques and ensure they can respond appropriately.

After setting up fire equipment, the Warehouse Manager should delegate its maintenance to specific responsible staff members. The Superintendent should perform weekly checks on equipment availability and condition, evaluate potential new risks, and redistribute responsibilities as staff changes. Use the GWSI Safety,

Health, and Environmental Policy as a reference when devising site-specific fire prevention plans. Offices should adhere to building management or security protocols and procedures. Everyone should be familiar with this plan. If a fire occurs, notify the Fire Department. Reference the Fire Checklist in Section 5.

9. Labor Disputes

Labor Disputes can disrupt Warehouse progress and pose personnel risks that require proper management. The Warehouse Manager or senior staff member at the site should ascertain the nature of the dispute or picketing by questioning Labor Representatives and/or Subcontractors. Contact the GWSI Senior Manager on Site immediately to inform them of the issue and seek legal counsel. Avoid confrontational discussion, physical contact, or sharing opinions on the nature of the dispute.

A Warehouse site staff member or Security guard should monitor the location with a communication device and immediately contact the Warehouse Manager if any activity threatens personnel or the site. Contact the local police if the dispute is un-restful and/or disorderly. Only officers of the company should ever respond to media inquiries. Reference the Labor Dispute Checklist in Section 5.

10. Severe Weather/Natural Disasters

A severe weather plan and team with assigned responsibility is necessary in case of earthquake, tornado, flooding, or other acts of God. Each Business Unit and your warehouse may require additional efforts to prepare for a severe weather event.

Additional responsibilities include:

- Complete the GWSI personnel telephone list at the beginning of each warehouse and continue to update it as the Warehouse staff changes.
- Review warehouse-specific plans with the owner and subcontractors at the beginning of each job.
- Review the overall Warehouse plan with all employees once a year.
- Review the checklist items included at the end of this plan.
- After a severe weather incident, a debriefing should take place, and the plan should be reviewed and revised based on the feedback from the team on what went well and what needs improvement.

The Warehouse Manager will participate in shutdowns and post-warehouse inspections alongside the Owners. In addition, if severe weather impacts a Warehouse office, we may establish a temporary office in a location that allows operations to continue. Reference the Severe Weather Checklist in Section 5.

11. Terrorist Threats

You must consider your location's susceptibility to potential acts of terrorism. Factors to keep in mind include the tenants of the building in which you occupy or are working and the proximity of your site to high-risk buildings such as:

- Government buildings
- Airports
- Religious institutions
- Criminal detention facilities
- Densely populated buildings
- Local or national landmarks
- “Trophy” buildings

While you may only be able to pre-plan some potential threats, conducting a location-specific risk assessment and planning is your best defense.

All Warehouses should maintain the site's security and manage visitors' access to prevent unauthorized personnel from entering the property that GWSI controls. Site personnel must know what subcontractors are working on GWSI sites. The office must maintain a visitor sign-in log and implement a visitor badge program.

GWSI employees responsible for receiving and distributing mail and other packages must be vigilant with any suspicious packages. Pay special attention to any packages without return addresses or those that are moist, bulging, or distorted. Notify your local police and your Business Unit Crisis Team immediately about suspicious mail or packages. Please refer to the Terrorist Checklist in Section 5.

12. Workplace Violence

If someone reports workplace violence, the designated GWSI representative will:

- Conduct a brief preliminary interview of the employee(s) who reported the allegation to determine the details of the incident.
- Question employees identified by the alleging employee as being involved in the incident.
- Assess the situation for any ongoing threat or imminent danger to other employees.
- Remove the employee from the worksite and contain the situation.

- Contact law enforcement if warranted and if additional precautions are necessary to protect other workers.

Avoid trying to reason with someone wielding a weapon. Immediately call law enforcement and evacuate the area as swiftly as possible. Alert both your Business Unit Crisis Team and your HR representative. Refer to the Workplace Violence Report in Section 5.

Section 4: Media Management

Handle all inquiries from news media carefully, as misinformation can lead to negative public perceptions and deteriorated owner relationships. Refer all questions to the CEO, President, or Vice President.

The two keys to successful crisis communications:

1. We have already made decisions and prepared the plan for immediate implementation.
2. GWSI controls the situation and messages, including cameras and video recorders.

Only Company Officers must be the spokespeople for GWSI. Therefore, the CEO of M Gerace Enterprises or the President of GWSI Inc. is the only one who can deliver media statements. They have received special training and are only authorized to grant media interviews. This includes informal media inquiries via phone.

Section 5: Crisis Preparedness

Our ability to effectively manage a crisis hinges on the level of preparedness before the event occurs. All GWSI employees must have a clear understanding of their roles.

- The Warehouse/Office Warehouse comes with pre-developed roles and assigned responsibilities for:
 - Police/Fire department contact
 - Monitoring National Oceanic Atmospheric Administration weather
 - Traffic control/gate security
 - Securing the incident site and preserving incident evidence
 - Ensure the accountability of all personnel after an evacuation.
 - Power/water/gas shutdown and control
 - Phone monitoring
- Emergency Phone Lists complete for the Warehouse Crisis Team
- We have trained the warehouse personnel on the Warehouse-specific Crisis Plan and all crisis checklists.
- A site-specific evacuation plan has been developed and includes:
 - An emergency warning system
 - Pre-determined evacuation routes
 - Meeting place
 - Responsibility assigned for headcount
- We have reviewed the site or office-specific Crisis Plan with the Police/Fire departments and all other relevant local authorities, which includes a copy of the building plans delineating exit routes for each area.
- Bomb Threat Incident form and communication procedure reviewed with receptionists and others likely to receive incoming calls.
- Practice drills are conducted at least annually and at the start of the Warehouse.

Section 5.1: Emergency Phone Lists

The level of our preparedness for a crisis will directly influence our ability to manage such an event effectively. Every warehouse site employee and Warehouse personnel must clearly understand their roles. We will conduct crisis practice drills annually for warehouse sites and offices and at the commencement of every new facility.

GWSI Charleston

Role	Name	Work #	Mobile #
Director of Operations	Devin Polson	843-867-4200	610-809-5333
GWSI Safety Manager	Matt Deluca	484-494-5777	610-842-7437
Evacuation Head Count	Devin Polson	843-867-4200	610-809-5333
Owner Notification	Devin Polson	843-867-4200	610-809-5333
Spokesperson	Devin Polson	843-867-4200	610-809-5333
Fire, Injury, Incident Notification	ERT	911	911
Traffic/Gate Control	Devin Polson	843-867-4200	610-809-5333
GWSI Corporate Office	Tom Kenny	484-494-5777	610-636-6657
Police Department		911	
Fire Department		911	
Electric Utility	Dominion Energy	800-251-7234	
Water Utility	Charleston Water Service	843-727-6800	
Gas Utility	Dominion Energy	800-251-7234	
Data Network	AT&T	800-321-2000	

GWSI Chester

Role	Name	Work #	Mobile #
Team Lead	Jason Ryser	904-337-1985	630-362-1780
Warehouse Manager	Mike DeRitis	610-499-1660 x101	215-429-4149
GWSI Safety Manager	Matt Deluca	484-494-5777	610-842-7437
Evacuation Head Count	Mike DeRitis	610-499-1660 x101	215-429-4149
Owner Notification	Mike Gerace	484-494-5777	610-636-0803
Spokesperson	Mike Gerace	484-494-5777	610-636-0803
Fire, Injury, Incident Notification	ERT	911	911
Traffic/Gate Control	GWSI Security	610-499-1660 x101	
GWSI Corporate Office	Tom Kenny	484-494-5777	610-636-6657
Police Department		911	
Fire Department		911	
Electric Utility	PECO	800-841-4141	
Water Utility	Chester Water Authority	610-876-8181	
Gas Utility	PECO	800-841-4141	
Data Network	Comcast	800-934-6489	

GWSI Jacksonville

Role	Name	Work #	Mobile #
Director of Operations	Jason Ryser	904-337-1985	630-362-1780
Warehouse Manager	Meagan Watson	904-337-1985	
GWSI Safety Manager	Matt Deluca	484-494-5777	610-842-7437
Evacuation Head Count	Jason Ryser	904-337-1985	630-362-1780
Owner Notification	Jason Ryser	904-337-1985	630-362-1780
Spokesperson	Jason Ryser	904-337-1985	630-362-1780
Fire, Injury, Incident Notification	ERT	911	911
Traffic/Gate Control	Meagan Watson	904-337-1985	
GWSI Corporate Office	Tom Kenny	484-494-5777	610-636-6657
Police Department		911	
Fire Department		911	
Electric Utility	Jacksonville Electric Authority	800-683-5542	
Water Utility	Jacksonville Electric Authority	800-683-5542	
Gas Utility	Jacksonville Electric Authority	800-683-5542	
Data Network	Comcast	800-934-6489	

GWSI Langhorne

Role	Name	Work #	Mobile #
Director of Operations	Tom Kenny	484-494-5777	610-636-6657
Warehouse Manager	Mike DeRitis	610-499-1660 ext 101	215-429-4149
GWSI Safety Manager	Matt Deluca	484-494-5777	610-842-7437
Evacuation Head Count	Tom Kenny	484-494-5777	610-636-6657
Owner Notification	Tom Kenny	484-494-5777	610-636-6657
Spokesperson	Tom Kenny	484-494-5777	610-636-6657
Fire, Injury, Incident Notification	ERT	911	911
Traffic/Gate Control	Tom Kenny	484-494-5777	610-636-6657
GWSI Corporate Office	Tom Kenny	484-494-5777	610-636-6657
Police Department		911	
Fire Department		911	
Electric Utility	PECO	800-494-4000	
Water Utility	Aqua	877-987-2782	
Gas Utility	PECO	800-494-4000	
Data Network	Comcast	800-934-6489	

Note: Each Warehouse and office must establish and post this Warehouse emergency phone list at proper locations and include it in Warehouse safety program materials.

Crisis Team

Our preparedness for a crisis will determine the success of effectively managing such an event. All Warehouse site employees and Business Unit personnel must clearly understand their roles. Crisis practice drills are to be conducted semi-annually for Warehouse sites and offices and at the start of every Warehouse.

Role	Name	Work #	Mobile #
CEO M Gerace Enterprises	Mike Gerace	484-494-5777	610-636-0803
President GWSI	Tom Kenny	484-494-5777	610-636-6657
Claims Manager	Matt Deluca	484-494-5777	610-842-7437
Regional Director South East	Jason Ryser	904-337-1985	630-362-1780
Warehouse Manager Chester	Mike DeRitis	610-499-1660 x101	215-429-4149
Warehouse Manager Langhorne	Mike DeRitis	610-499-1660 x101	215-429-4149
Warehouse Manager Jacksonville	Meagan Watson	904-337-1985	
Warehouse Manager Charleston	Devin Polson	843-867-4200	610-809-5333
GWSI Casualty & Surety	Trade Risk Guaranty	800-685-6082	

Note: Each Warehouse area and all Warehouse offices (sub-contractors included) must establish a consistent location and post this Warehouse emergency phone list

Section 5.2: Bomb Threat Incident Report

If you receive such a call, listen carefully to what is said. Stay calm; alert someone within range that you are receiving a bomb threat. Fill out as much as possible in the following sections.

When the caller hangs up – **DO NOT HANG UP THE PHONE**. Notify a Warehouse (PAT) member immediately and continue to fill in as much information as possible.

Who received call:			Date:	
Location call received:			Time: (am/pm)	
Origin of call:	Local <input type="checkbox"/>	Long Distance <input type="checkbox"/>	Booth <input type="checkbox"/>	Internal <input type="checkbox"/>
Time caller hung up:				
The caller:				
Time bomb will explode:				
Kind of bomb:				
What bomb looks like:				
How is the bomb activated?				
Where is the bomb located?				
Reason for placing the bomb:				
Exact words of caller:				
Caller's name				
Voice:	Child <input type="checkbox"/>	Adult <input type="checkbox"/>		
Approximate age:				

Accent or dialect:	Local <input type="checkbox"/>	Not Local <input type="checkbox"/>	Foreign <input type="checkbox"/>
Regional characteristics:			
Tone:	Loud <input type="checkbox"/> Soft <input type="checkbox"/> High pitch <input type="checkbox"/> Low pitch <input type="checkbox"/>	Raspy <input type="checkbox"/> Pleasant <input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/>	Calm <input type="checkbox"/> Angry <input type="checkbox"/> Other <input type="checkbox"/>
Speech:	Coherent <input type="checkbox"/> Incoherent <input type="checkbox"/> Righteous <input type="checkbox"/> Emotional <input type="checkbox"/>	Laughing <input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct <input type="checkbox"/>	Distorted <input type="checkbox"/> Stutter <input type="checkbox"/> Nasal <input type="checkbox"/>
Language:	Excellent <input type="checkbox"/> Good <input type="checkbox"/>	Fair <input type="checkbox"/> Poor <input type="checkbox"/>	Cursing <input type="checkbox"/>
Background noise:	Factory machines <input type="checkbox"/> Office machines <input type="checkbox"/> Trains <input type="checkbox"/> Music <input type="checkbox"/>	Street traffic <input type="checkbox"/> Animals <input type="checkbox"/> Voices <input type="checkbox"/> Airplanes <input type="checkbox"/>	Party atmosphere <input type="checkbox"/> Quite <input type="checkbox"/>

Special Note

Did the caller appear familiar with the warehouse site and building by their description of the bomb location?

Section 5.3: Environmental Crisis

Should a release of material occur that has the potential to harm people, property, or the environment, the following is a guide to your response:

- Dial 911 if someone has been injured or could be injured from the incident, and call or have someone contact the corporate office at (484) 494-5777
- If there is no danger to you, provide and administer First Aid/CPR to any injured personnel to your level of training. If the injured is in immediate danger, take action to eliminate the threat and/or move the injured person from danger. **FOLLOW NEXT SECTION FOR Fatalities/Serious Injuries.**
- Gather as much information as possible about the type of material that may have been released (hydraulic oil from a broken line), how much is involved (two square feet on pavement), and what it might be affecting (storm drains, waterways et cetera)
- Assess the need for partial or complete evacuation; evacuate if warranted. If needed, tell a member of the PAT.
- Summon emergency help
- If warranted, account for all personnel in the immediate area and potentially downwind of the site
- If you can stop the release without endangering yourself – do so; otherwise, secure the area to eliminate/reduce exposure for others.
- If your training matches this level of expertise, stop and/or contain the environmental hazard to prevent further exposure.
- Place absorption material to contain the spill or
- Cover drains to prevent stormwater contamination or
- Valve off the gas leak
- Turn off all heat, spark, or fire sources immediately.
- The owner will provide notification to governing agencies regarding the spill. GWSI does not perform any remediation.
- Have a member of the Warehouse contact the CEO of M Gerace Enterprises and/or President of GWSI and the GWSI Claims Coordinator as soon as possible during the event. They will determine the need to contact the National Crisis Team at +1 (866) 388-7637.

Section 5.4: Fatalities/Serious Injuries

- Provide and administer First Aid/CPR to any injured personnel if the area is safe. Have someone call the EMS group at 911 while providing aid.
- Provide and administer First Aid/CPR to any injured personnel.
- If the injured is in immediate danger, take action to eliminate the threat and/or move the injured person from danger.
- Secure the area to eliminate/reduce exposure for others.
- Notify the following representatives that the incident has occurred:

Michael Gerace	CEO	610-636-0803
Tom Kenny	President	610-636-6657
Jason Ryser	Director of Operations, FDC, PCQI	630-362-1780
Michael DeRitis	Warehouse Manager Chester	215-429-4149

- Send a designated team member to meet the police/fire/ambulance at the facility entrance.
- Immediately determine where they are taking the injured parties for treatment.
- Secure the incident site to prevent unauthorized access and ensure the preservation of evidence.
- Identify the witnesses who require interviewing before anyone departs from the location.
- Contact the CEO and Claims Coordinator (484-494-5777) immediately. They may contact the National Crisis Team at 1 (866) 388-7637
- Begin a thorough investigation using sketches and photos to document events and positioning of people and equipment.
- Coordinate communication with the families with the Corporate Office in Media PA.
- In the case of a fatality and/or severe injury of a GWSI employee, the Senior Manager on Site, CEO, and President will be responsible for notifying families in person.
- If the incident involves a subcontractor's employee, the subcontractor will notify the families.
- You must take into account the immediate family's needs. Offer appropriate assistance, such as childcare, transportation, lodging near the hospital, et cetera.
- If the employee lives out of town and in-person notification is impossible, consider involving local police or a church to assist.
- Always pre-plan your notification, being direct. Expect emotions
- If the site shutdown is necessary, always conduct a personnel debrief before people leave the site.

Section 5.5: Fire Response

- Provide and administer First Aid/CPR to any injured personnel. Have someone call 911, dispatch the local Fire Department and EMS group, and notify the CEO of M Gerace Enterprises and/or the President of GWSI and the GWSI Claims Coordinator as soon as possible during the event.
- If the injured is in immediate danger, take action to eliminate the threat and/or move the injured person from danger.
 - Secure the area to eliminate/reduce exposure for others. If possible and prudent, attempt to suppress the fire.
 - Send a designated team member to meet the police/fire/ambulance to direct them to the portion of the Warehouse site or building involved.
 - Assess the need for a partial or complete evacuation; evacuate if warranted following the established gathering protocols.
 - Never use hoists and/or elevators for an evacuation.
 - Account for all personnel
 - Shut down all gas feeds and electrical power to the immediate area.
 - Consider the control of potential environmental exposures, including chemical releases and stormwater discharge contamination from firefighting and smoke exposure.
 - Contact the CEO and Claims Coordinator (484-494-5777) immediately. They may contact the National Crisis Team at (866) 388-7637.
 - The fire department will work with the PAT to assess whether re-entering the building is safe.

Section 5.6: Labor Disputes (Pickets)

Our preparedness for a crisis will determine the success of effectively managing such an event. All Warehouse site employees must clearly understand their roles. Crisis practice drills are to be conducted semi-annually for Warehouse sites and offices and at the start of every Warehouse.

Determine the nature of the dispute or picketing by questions to the Labor Representative and/or Subcontractor(s). Contact a Warehouse Manager and alert them of the potential for a disagreement or picketing.

- Contact the Owner, Warehouse Executive, and Operation Manager advising of the issue and seek legal counsel.
- Take pictures of the picket sign(s) or operation in dispute.
- Labor disputes and/or picketers are never allowed within a GWSI site and must always stay outside fencing.
- Place a company representative or security guard with communication devices to monitor the location.

For anticipated long-running disputes

- Meet with local police to discuss monitoring site access and emergency response protocol.
- Attempt to coordinate material deliveries outside of standard picket times.

Section 5.7: Severe Weather / Natural Disasters

Early notification of a severe weather alert is fundamental for success in these events. The TCCO office complex and local EMS will monitor for severe weather warnings using the NOAA Weather Alert and local 911 notification systems.

- Ensure all Warehouse personnel know the potential of a severe weather event.
- Assess the need for a partial or complete evacuation; evacuate if warranted.
- If necessary, have appropriate de-watering equipment delivered to the site and secured.
- Check all area and street storm sewer gratings to ensure they are debris-free and protected against runoff from the Warehouse.
- If necessary, have emergency generators delivered and secured.
- Back up all computers to the main office
- Update and post site emergency telephone lists
- Broom clean Warehouse site and remove trash
- If appropriate, cover all windows and openings with plywood.
- Secure all gates and enclosures.
- Use mobile phones and establish a phone tree for Warehouse team communication.
- Conduct an employee and subcontractor debrief on a possible work stoppage for the next day and where to call for information on restarting the work.
- Assign one GWSI employee to periodically monitor the site or office and report any weather-related emergencies to the Operations Manager, Claims Manager, Owner, and Warehouse Warehouse.
- Assess the need for a partial or complete evacuation; evacuate if warranted.
- Account for all personnel
- Specific Severe Weather Event Considerations

Earthquake

- Identify safe places in the building: against inside walls, away from windows where glass could shatter or where heavy objects could fall.
- If outdoors, locate safe places in the open, away from buildings, trees, telephone and electric lines, overpasses, or elevated expressways
- Be prepared for aftershocks; these can often cause additional damage or weaken structures.

Tornado

- Understand the difference between a “tornado watch,” implying conditions are suitable for a tornado, and a “tornado warning,” meaning a radar has spotted a tornado.
- Monitor weather conditions as necessary.
- Designate an area in the building where all employees can go in case of a tornado threat.
- In the event of a tornado, Warehouse Warehouse will sound a tornado alarm system and direct all personnel to the pre-determined safe area.

Section 5.8: Terrorist Threats

Our preparedness for a crisis will determine the success of effectively managing such an event. All Warehouse site employees and Business Unit personnel must clearly understand their roles. Crisis practice drills will be conducted semi-annually and at the start of every Warehouse.

- Conduct a location Risk Assessment to determine your location's exposure to acts of terrorist threats. Consider:
- The tenants of the building you occupy or are working in
- Your location's proximity to government buildings, airports, religious institutions, criminal detention facilities, or densely populated buildings
- Ensure you know what subcontractors are on site each day.
- Maintain the security of the site; conduct a daily perimeter fence inspection.
- Manage visitors' access by maintaining a visitor sign-in log and mandate a visitor or badge program.
- Employees who handle the receipt and distribution of mail should review the Mail Handling Guidelines.

If a terrorist event occurs

- Provide and administer First Aid/CPR to any injured personnel or visitors. Contact or have someone call 911 for emergency services and site security at 610-499-1660 ext 110
- If the injured is in immediate danger, take action to eliminate the threat and/or move the injured person from danger.
- Secure the area to eliminate/reduce exposure for others.
- Summon emergency help
- Send a designated team member to meet the police/fire/ambulance.
- Assess the need for a partial or complete evacuation; evacuate if warranted.
- Account for all personnel
- Cooperate fully with local authorities.
- Contact the National Crisis Team

Section 5.9: Media Management

Our preparedness for a crisis will determine the success of effectively managing such an event. All Warehouse site employees and Business Unit personnel must clearly understand their roles. Crisis practice drills will be conducted semi-annually and at the start of every Warehouse.

- Designate a pre-determined secure media area away from the Warehouse site. This area should be comfortable (warm and dry) with phone access.
- The media should not meet at a GWSI office facility.
- The designated media escort should meet the media and escort them to the secured area.
- The Warehouse/Office Warehouse will work with the Business Unit Crisis Team and the Corporate Public Relations Department to coordinate media communications.
- Only company officers are to speak with the media.
- All communications must be short, concise, and factual.
- Always align your communications with the owner.
- Only share the crisis plan with authorized personnel.
- Do not discuss procedures in detail with reporters and other outside parties.
- Do not share building plans with unauthorized personnel.

Section 5.10: Workplace Violence Incident Summary Report

Use this form to document any workplace violence. You should send the form to the Crisis Team.

Business unit:		Warehouse:		
Report completed by:				
Phone:		Date:		
Victim's name:				
Type of incident: (check one)	Threat <input type="checkbox"/>	Assault/Battery <input type="checkbox"/>	Robbery <input type="checkbox"/>	Other <input type="checkbox"/>
Persons involved: (note all individuals)				
Exact location of incident: (indicate warehouse address, site location)				
Outside emergency assistance: (check one)	Ambulance <input type="checkbox"/>	Police <input type="checkbox"/>	Fire <input type="checkbox"/>	Other <input type="checkbox"/>
Detailed description of the event: (include weapons used and employee response)				
Assets/money lost or damaged:				
Corrective management action plan				